INFORMATION TECHNOLOGY SUPERVISOR

JOB DESCRIPTION

Employees in this job direct the activities of subordinate personnel to provide support for either a microcomputer or mainframe computer environment. The employee works within general methods and procedures, exercises considerable independent judgment to select the proper course of action, and is required to review the work of subordinate information technology technicians and/or supervisors, to ensure conformance with established guidelines, methods, procedures, and policies related to the information technology program area.

There are three classifications in this job.

Position Code Title – Information Technology Supervisor-1

Information Technology Supervisor 11
The employee serves as a first-level supervisor directly supervising subordinate Information Technology Technician staff positions.

Position Code Title – Information Technology Supervisor-2

Information Technology Supervisor 12
The employee serves either as a second-line supervisor directing subordinate Information Technology Technician staff through first-line supervisors, or as a first-line supervisor directing subordinate Information Technology Technician staff in a complex work area.

Position Code Title – Information Technology Supervisor-3

Information Technology Supervisor 13
The employee serves either as a third-line supervisor directing subordinate information technology technician staff through second-line supervisors, or as a second-line supervisor directing subordinate information technology technician staff through first-line supervisors in a complex work area.

Positions may only be classified at 12-level as first-line supervisors in a complex work area and at 13-level as second-line supervisors in a complex work area if they meet complex allocating standards developed by the agency and approved by Civil Service. The standards must describe the elements that distinguish standard and complex work areas (administrative complexity, variety of activities, impact of work, size and composition of staff, organizational placement, etc.). They may be position-specific, department-specific, or may be applicable to a specific entity within a department. Civil Service may develop universal standards in the absence of other criteria.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Monitors mainframe system processing activities by observing console peripherals, input and output, to ensure throughput of data.

Develops and maintains the mainframe computer system operating schedules; analyzes computer system load and operating problems to utilize equipment and personnel effectively.

Coordinates the mainframe activities of data processing operations with programming, systems analysis, and with users.

Checks mainframe computer system malfunctions with the operators and uses a more extensive knowledge of computer operations in diagnosing and restarting the system.

Determines appropriate reload and backup procedures for databases, and monitors and records impact of aborted jobs on data base and data communication files.

Directs the receipt of trouble calls and the diagnosis of equipment problems.

Directs the local and remote testing of network equipment, including running computer programs to diagnose faults.

Directs the performance of equipment repair, the building of cables, and the replacement of boards and components to identify or remedy failures.

Directs the performance of all functions required to prepare and install microcomputers and related equipment including connections to the data communications network.

Directs the preparation and installation of network software.

Directs the diagnosis and resolution of network software problems.

Coordinates sending out equipment for repair.

Supervises the ordering and inventory of spare parts including the stripping surplus equipment for usable parts.

Supervises the training of users in the basic operation and maintenance of microcomputers and related components.

Performs related work appropriate to the classification as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Considerable knowledge of training and supervisory techniques.

Considerable knowledge of equal employment practices.

Considerable knowledge of employee policies and procedures.

Ability to conduct training and informational sessions.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Mainframe Environment
Ability to identify and resolve problems associated with operating system malfunctions.

Ability to key in coded information and instructions.

Network Environment
Knowledge of microcomputer hardware and software.

Knowledge of data communications networks.

Ability to operate a microcomputer keyboard.

Ability to diagnose hardware and software problems.

Ability to repair microcomputer components.

Ability to prepare and install software packages.

Working Conditions

None.

Physical Requirements

Considerable manual dexterity with tools.

Ability to work under stressful conditions.

Education

Possession of a certificate in information systems, data processing, electronics technology, mainframe operations, or microcomputer systems gained through completion of a one-year college level curriculum.

Experience

Information Technology Supervisor 11
One year of experience as an Information Technology Technician 10.

<div align="center">OR</div>

Two years of experience as an Information Technology Technician 9.

Information Technology Supervisor 12
Two years of experience as an Information Technology Technician 10.

<div align="center">OR</div>

One year of experience as an Information Technology Supervisor 11.

Information Technology Supervisor 13
Two years of experience as an Information Technology Supervisor 11.

<div align="center">OR</div>

One year of experience as an Information Technology Supervisor 12.

Alternate Education and Experience

Significant on-the-job, or other technical training that can be shown to provide the required knowledge of information systems equivalent to that gained through completion of a one-year college level curriculum may be substituted for the post secondary certificate.

Possession of an associate's degree in information systems, data processing, electronics technology, or microcomputer systems may be substituted for one year of information technology technician work experience.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code	Job Code Description
INFOTESPV	Information Technology Supervisor

Position Title	Position Code	Pay Schedule
Information Technology Supervisor-1	INFOSPV1	NERE-035
Information Technology Supervisor-1 (PP)	INFOSPV1	NERE-089P
Information Technology Supervisor-2	INFOSPV2	NERE-180
Information Technology Supervisor-2 (PP)	INFOSPV2	NERE-081P
Information Technology Supervisor-3	INFOSPV3	NERE-182
Information Technology Supervisor-3 (PP)	INFOSPV3	NERE-082P

ECP Group 3
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